



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**McLeodUSA Telecommunications Services, L.L.C.**  
**PAETEC Business Services**  
**for quarter ending September 30, 2010**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	10.00	11.90 *	9.10	10.33 *
B. Operator Answer Time - Information [730.510(a)(1)]	10.00	11.90 *	9.10	10.33 *
C. Repair Office Answer Time [730.510(b)(1)]	0.38	0.59	0.30	0.42
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.04	0.06	0.02	0.04
E. Percent of Service Installations [730.540(a)]	97.00%	93.80%	85.70% *	93.70%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	96.20%	96.70%	97.80%	96.80%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	0.80	1.00	0.70	0.83
H. Percent Repeat Trouble Reports [730.545(c)]	4.40%	6.10%	9.30%	6.40%
I. Percent of Installation Trouble Reports [730.545(f)]	5.30%	7.70%	6.70%	6.60%
J. Missed Repair Appointments [730.545(h)]	0	1	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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